

Customer Service Course

AMEP Pathways to Work Program

Providing you with the skills required for employment in retail, an office, hospitality or other customer related jobs. This course includes work experience.

Contact us today for more information
navitas-english.com.au/slpet



Customer Service Course

Who is this course for?

AMEP eligible students who:

- have at least 1 AMEP hour remaining from their 510 hour entitlement
- are CSWE 3 (but have not received CSWE Certificate III) or high CSWE 2
- want to work in customer service or continue to study
- are ready to work
- have a resume

What will this course cover?

- Communication skills for working in a customer service environment
- Developing skills for dealing with customers, answering phone calls and taking enquiries
- Employability skills
- Understanding Australian workplace culture
- Work experience in customer service
- Individual mentoring on career pathways
- Assistance with finding work or further study
- Job seeking skills such as tailoring a resume and interviews

Is childcare available?

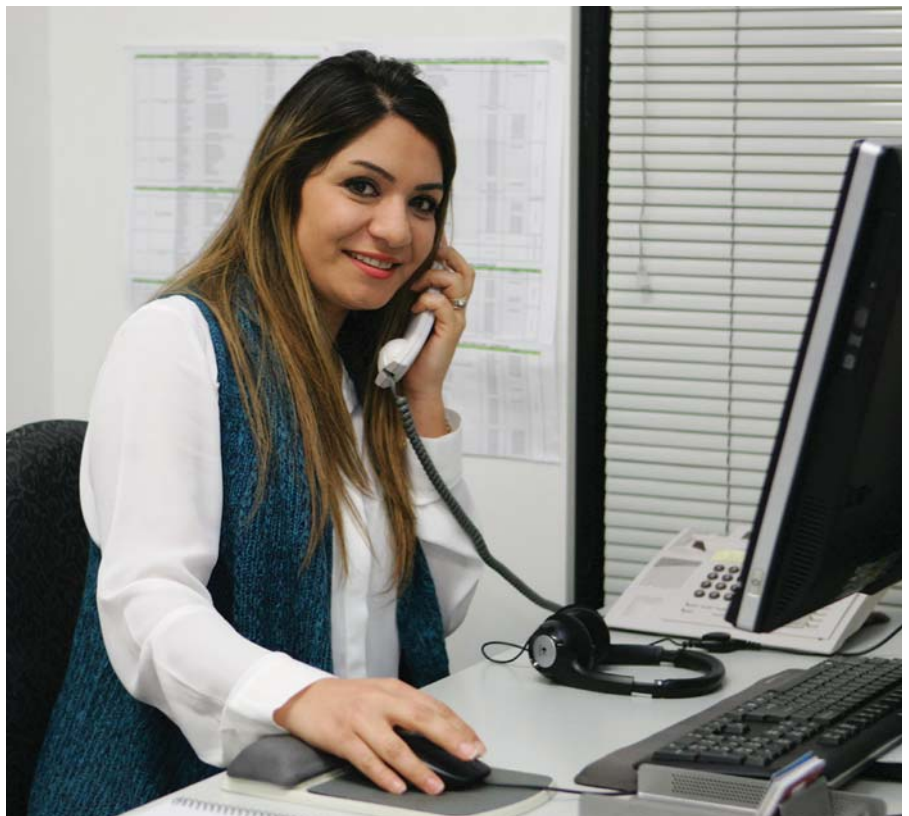
Childcare is available for children under 5 years old (at no cost).

What are the benefits of this course?

- Gain local experience
- Acquire local referees
- Build your network of local contacts
- Improve your English
- Learn how to look for work
- Employment coaching to help you perform at your best in job interviews

Contact details

For all enquiries or to check your eligibility, please contact Navitas English on 02 8234 1490.



This course will include:

- HLTAID003 Provide First Aid
- SITHFAB201 Provide responsible service of alcohol
- SITHGAM201 Provide responsible gambling services

Accredited unit awarded by Key 2 Learning Pty Ltd, RTO Number 88191.

Accredited units awarded by Access Recognised Training, RTO Number 88203



Enrolment session

Date: Tuesday 4th April 2017
Time: 2:30pm - 4.30pm
Location: Navitas English Reid
(No childcare provided at enrolment session)

Course details

Start date: Wednesday 26th April 2017
Location: Navitas English Reid
Course length: 10 weeks

FREE* for AMEP eligible students
- up to 200 extra AMEP hours

Navitas English

Ground Floor, Block J
37 Constitution Avenue
Reid, ACT 2162

T 02 8234 1490

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